

NORTH DAKOTA STATE LIBRARY LIBRARY SERVICES & TECHNOLOGY ACT (LSTA) FIVE-YEAR PLAN 2003-2007

Mission

Statement Through the statewide community of libraries all citizens of North Dakota will have convenient and timely access to information for education, work, and recreation.

Needs

Assessment

In 1995, the Governor's Advisory Council on Libraries (now the North Dakota Library Coordinating Council) developed and published a document titled *Library Vision 2004*. This document has become a recognized and accepted framework for local, regional, and statewide library planning efforts.

The factors that affect library services in North Dakota are in a state of constant change and although *Library Vision 2004* has served its purpose well, the Coordinating Council felt it was time to once again visit the topic and determine what revisions need to be made to keep the document a viable and useful tool for the library community of North Dakota.

The Coordinating Council held a meeting in Carrington, ND, on March 7, 2002. At that meeting, the Council decided to continue a process of examination and revision which actually has been happening since *Library Vision 2004* first came into existence, and to create a new product to be called *Library Vision 2010*.

Librarians from every part of North Dakota's library community were invited to participate in one of the two "think tanks" that were held in separate locations. Approximately fifty persons attended each session and both sessions demonstrated how interested and concerned these professionals are about the future of the state's libraries and librarians.

Leadership Options designed the presentations based upon the directions expressed at the March 7 meeting. Some minor modification was made, but the substance of the Council's thinking was utilized throughout.

Based upon pre-registration information, the body of attendees was organized into teams of five or six persons each. Each team was seated at a predetermined table and spent the entire work session at that table with the same team. The teams were instructed to use the six LSTA Federal

Guidelines and the six priorities (with accompanying objectives) from *Library Vision 2004* as they went about their assignment. Copies were available for individual and team use.

The assignment was to examine each of the six priorities in light of the six federal guidelines and decide which aspects should be continued, what isn't being done that should be started, and finally, what is being done that should be stopped or changed. The sequence was to take the "continued" segment first, have each individual team member write down ideas on what should be retained or continued as stated in the priorities, with constant attention to the federal guidelines. Then, the team interacted to develop and record their responses as a unit. Next, each team (time permitting) shared their thoughts with the entire group.

The presenters collected all written materials that were generated, consisting of individual sheets and the resulting team report as recorded on flip chart paper. Each item on these sheets is contained in the report that follows.

The teams then followed the same process as they addressed the "start" and the "stop or change" activities.

The final fifteen minutes of the sessions were devoted to brainstorming by the entire group in response to the question, "How do you visualize libraries and the library community in the year 2010, as they should be, and assume money is not a factor?" The responses to this exercise are also included in the report.

The team responses are listed in the report. A careful review of the individual sheets discloses that nearly all items have been incorporated into the team responses. In very few cases, thoughts differing from the team response were found and have been included in the overall report. Little, if any, editing has been done. The responses are essentially as the teams presented them. Some grouping has occurred in an effort to get like items together.

A conscious effort has been made to integrate the items in this report so that neither session (Minot and Valley City) is separated or identifiable from the composite.

What priorities and objectives should be continued using the federal guidelines to temper your responses? (not in priority order)

1. Electronic databases (Infotrac, electronic library, newspapers, etc.)

- Acquisition and statewide sharing of electronic resources (Gale, ProQuest, electronic library).
 - Subsidize online databases.
2. Continue to update statewide library community.
 3. Interlibrary loan – sharing resources.
 - ILL network. Interlibrary communications and participation in cooperative groups.
 - Resource sharing.
 4. Support of innovation (Ariel, public computer labs, etc.)
 5. Training.
 - Continuous education-technological training.
 - Training for librarians and lay public.
 - Staff workshops.
 - Statewide database for all libraries.
 - Seamless database including Internet.
 - Assisting patrons and staff in using information technology.
 - Provide assistance to library staff and citizens through very informative technology.
 6. Online catalogs i.e. ODIN, LAND, etc.
 - Funding retro conversion for state system.
 - Ability to search multiple library catalogs with single search.
 7. Strong State Library.
 - Focus on importance of NDSL.
 - NDSL to continue coordination of all library issues.
 - Support and strengthen NDSL.
 - Continue cooperation between State Library and other libraries-Gale database.
 8. Input from all schools in planning.
 9. Support for consortia.
 - Strengthen local cooperatives.
 - Define and support regional library cooperatives.

- Envisioning and assisting regional library cooperatives and individual libraries in automation of card catalogs and sharing resources.

10. Widespread Internet access (high speed, broad band).

- Work with legislature to subsidize T-1 connectivity and fully fund even with strings if necessary.
- Promote directly to legislature.
- Invite legislators in.
- Continue legislative funding for equity of information access.

11. Services to persons with disabilities.

12. Current outreach.

13. Coordinating body (continue).

- Continue coordination/coordinating body.
- Continue Coordinating Council.

14. Educating the public.

- Involve lay public of ND.

15. Funding scholarships.

16. Keep all *Library Vision 2004* priorities except #5 (literacy).

- Support literacy including technology.
- Continue to support literacy efforts.

17. Maintain a strong statewide community of libraries.

18. Promotion of the importance of libraries through advertising at the local, regional, and state levels.

19. Promote library collections and services – weeding.

20. Provide grants to hook up all libraries to each other.

What is not included in North Dakota library services that should be incorporated while keeping in accord with federal guidelines? (not in priority order)

1. Attach college credit to workshops and seminars.

- Establish graduate level library degree program in ND.
 - Library training program degree.
 - Recruit candidates and encourage teachers to enter library field.
 - Accredited MLS program in North Dakota.
- 2. Expand educational opportunities – scholarships.
- 3. Statewide purchase of e-books (major holdings).
- 4. Promote exposure and use of library technological literary standards (K-12).
- 5. Create North Dakota digital archives.
- 6. Representatives from regional library consortia meet with NDSL to discuss needs and assets.
- 7. Develop statewide website dealing with library issues (questions and answers, library promotions, resources).
- 8. Investigate statewide ILL delivery system – subsidize ILL.
- 9. Increase aid to public libraries.
- 10. Expand outreach.
- 11. Promote existence of resources such as online databases.
- 12. Educate regarding quality services.
 - Central publicity tsar (State Library).
 - Use Prairie Public Broadcasting, statewide newspaper, TV, and radio ads. Staff PR person.
 - Visualize improvements of image.
 - Effort to connect community to library by inviting people in.
- 13. Promotion of technological cooperation between libraries and local organizations.
 - Use existing technology assessment tools.
- 14. Internet access to all librarians.
- 15. Active library involvement in review of funding standards.

16. Recognize that there is a “cost of doing business” and libraries need to budget for technology, database, etc.
 - Cannot rely on an outside agency to fund everything.
17. Continuity of services during summer when school libraries are closed (Utilize school libraries after school).
18. Librarian mentoring.
 - Ongoing training for librarians.
19. Recruiting program.
20. Community based computer literacy program.
21. Ongoing training for librarians.
22. Identify libraries that need automation.
23. Encourage public and school libraries to merge.
24. Library listserv for public.
25. Funding for cataloging.
26. Library trustee training on a regional basis.
27. Program to help replace outdated hardware – especially in 5 years.

What is currently being done within the activities related to North Dakota library services that should be stopped or changed? (not in priority order)

1. Priority #5 to “support information literacy projects for all ages and change objectives and recommendations to support this concept in the *Library Vision 2010* document.”
 - Expand literacy definition to include competency and technological information literacy.
 - De-emphasize or more clearly define literacy.
 - Reduce jargon – define literacy.
2. Change reactive response to proactive.
3. Change mindset that LAND is/cannot be a vehicle for ILL.

4. More care about state of collections when automated.
5. Establishing priorities and then not doing them well.
6. Change style and organization of plan (*Library Vision 2010*).
7. Add more school librarian representation on statewide committee(s).
8. Do something with the term “regional” – other groups with common interests.
9. Move “seek funding” from first spot and highlight other activities in *Library Vision 2010*.
10. Change legislature’s attitude toward adequate library funding (1.9 million more is a pittance).
11. Update NDSL standards manual.
12. Reconsider statewide library card.
13. Use grant money for cataloging integrity, not just retrospective conversion.
14. Mailing books back to originating source (ILL).

If money were no object, what would be your ideal image of the library community in 2010? (not in priority order)

1. Barnes and Noble approach – serve coffee, milk, etc.
2. Combine with local businesses – let private enterprise run refreshment concession.
3. ILL component as part of LAND.
 - Database to provide for all citizens.
4. Twenty-four hour virtual (statewide) references.
5. Drive-up services.
6. Instant delivery (vacuum tubes) E-books.
7. Sensible design of books, especially paperbacks.

8. Well-read population that thinks of the library as the center of information.
9. 50% of material “e” and people will be able to down load.
10. Librarians (and others) see themselves as “top” professionals.
11. Legislature giving more than is requested.
12. Indexing of ND newspapers and indexing of *ND Century Code*.
13. Public that thinks libraries and computers are synonymous.
14. Have the people who will replace current libraries in place, sitting right beside.
15. Libraries are not considered frills.
16. Library science minor programs in ND as feeders into MLS program.

Goals

Goal 1 Create a statewide community of libraries working together to provide quality library services in North Dakota.

Libraries must rely on cooperation and networking of all material, staff, and electronic resources to meet the information needs of North Dakota citizens. Twenty-first century libraries working together will enable North Dakotans to face the growing challenges of global interdependence and global competition; the ever-increasing information explosion; the continuing evolution in computer and communications technologies; and the increased need for lifelong learning, job retraining, and recreation.

LSTA Purpose: Establishing or enhancing electronic linkages among or between libraries.

OBJECTIVES:

- Develop a comprehensive statewide electronic bibliographic database.
- Promote statewide resource sharing.
- Develop a statewide collection development policy.
- Promote networking among all types of libraries.

- Provide training to library staff and citizens in using information resources.
- Provide shared electronic resources accessible to all citizens in all locations.

ACTIVITIES:

- Provide direct access to a comprehensive online library catalog of standardized bibliographic records from all North Dakota libraries. An online library catalog is defined as a single database or group of databases configured so that all North Dakota citizens can access the holdings of the state's libraries with one seamless unmediated search.
- Maintain and enhance the hardware and software allowing concurrent searching of multiple online library catalogs.
- Develop partnerships to realize economies of scale.
- Establish protocols for connectivity, communication, bibliographic format (USMARC), document delivery, interlibrary loan, and Internet access.
- Build on existing structures and networks.
- Create and maintain an accessible North Dakota digital archive of historical and government documents, photographs, maps, etc.
- Foster collection development activities.
- Promote training and education for library personnel and library users.

Goal 2

Strengthen the North Dakota State Library in its role of coordination, extending, and improving library service in the State.

The State Library proactively extends library services throughout the state by making all information resources accessible to all North Dakota residents.

LSTA Purpose: Establishing or enhancing electronic linkages among or between libraries.

LSTA Purpose: Assisting libraries in accessing information through electronic networks.

LSTA Purpose: Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.

OBJECTIVES:

- Assess the needs of constituents and adapt services and training to meet those needs.
- Lead in encouraging and assisting the development of partnerships for resource sharing, upgrading of library services, and fiscal efficiency.
- Lead in the establishment of the basic levels of North Dakota library service and develop standards and guidelines defining the libraries' and citizens' basic obligation.
- Foster communication and cooperation among all types of libraries in North Dakota.

ACTIVITIES:

- Request state funding for retrospective conversion of library bibliographic records for the statewide online library catalog.
- Strengthen the State Library's role in training and educating library personnel and libraries' governing entities.
- Assist local libraries in determining priorities for collection development and encourage collection specialities to reduce unnecessary duplication.
- Establish partnerships with city, county, and school district to develop support for libraries.
- Facilitate the development of library services.
- Develop and implement a long-range strategic State Library plan based on constituent needs assessment.
- Coordinate resource sharing.
- Create and enhance online and other resources available specifically for ND libraries.

- Coordinate and lead library advocacy efforts within the state.

Goal 3

Support and strengthen library partnerships to extend and improve library service in the state.

Library partnerships will facilitate resource sharing and work together to achieve statewide networking in accordance with the *North Dakota Interlibrary Loan Manual* published by the North Dakota State Library.

LSTA Purpose: Encouraging libraries in different areas, and encouraging different types of libraries to establish consortia and share resources.

LSTA Purpose: Linking libraries electronically with educational, social, or information services.

OBJECTIVES:

- Develop innovative partnerships that foster and facilitate the information needs of the community.
- Assess the needs of member libraries and patrons and adapt services and training to meet those needs.
- Facilitate communication across library types.
- Ensure member libraries' participation in collection development, resource sharing, information technology, and the statewide online library catalog.

ACTIVITIES:

- Promote statewide networking and the continued development of the statewide online library catalog.
- Provide, in cooperation with the State Library, training and education.
- Strengthen the State Library's role in training and education of staff.

Goal 4

Assure equitable access to information resources and library services.

Access to information and library services is of paramount importance to the individual and to society for survival in an information age.

LSTA Purpose: Targeting library and information services to persons having difficulty using a library and to underserved urban and rural communities, including children (from birth through age 17) from families with incomes below the poverty line.

LSTA Purpose: Assisting libraries in accessing information through electronic networks.

OBJECTIVES:

- Provide library and information access and services for all citizens regardless of age, economic status, location, literacy level, ethnicity, or disability.
- Implement professional training for librarians.

ACTIVITIES:

- Maintain and enhance Internet access to all libraries.
- Provide ongoing training in Internet and other searching procedures to assure information competency and literacy.
- Promote library collections and services available to special populations.
- Provide training programs.
- Provide training grants to develop and train professional librarians in North Dakota.
- Purchase and delivery of print and online library material for use statewide.

Evaluation

Plan

Statewide resource sharing, reference services, and services provided to persons with disabilities will be evaluated through use of data gathered in annual statistical reports, user surveys measuring customer satisfaction, and informal feedback from library patrons.

Focus group sessions will be held in various locations across the state to assess the benefits the grants have been to the community, how the services have strengthened the North Dakota network of libraries, and how the services have expanded the awareness of the library in the community.

Activities

Listed under each goal.

Stakeholder

Involve- ment

Focus group sessions called “think tanks” will be held to study the library and information needs of citizens, students, libraries, librarians, state officials, and governing boards.

The North Dakota Library Coordinating Council will serve as the advisory council to the LSTA program and develop a long-range plan for North Dakota libraries entitled *Library Vision 2010*.

The North Dakota State Library and the North Dakota Library Association work cooperatively to present training programs, foster the development of libraries, plan for the future of North Dakota libraries, and act as an advocate for libraries and librarians.

Communication

And Public

Availability The Five-Year Plan for North Dakota will be made available to all interested parties via the State Library’s website <http://ndsl.lib.state.nd.us>. Individuals and institutions not having online access to the web will be mailed a printed copy upon request. The State Library will from time to time make special announcements in its newsletter as a reminder of the plan’s existence, outcomes, and successes. Brochures and electronic communication will be utilized to communicate general and specialized LSTA information to both the public and library communities.

Monitoring Grants will be awarded to libraries that meet the North Dakota long-range plan.

Quarterly and final reports will be required, reviewed, and evaluated by the North Dakota State Library and the North Dakota Library Coordinating Council.

Site visits will be made to grant recipients by North Dakota State Library staff and/or selected North Dakota Library Coordinating Council members.

Statewide services will be evaluated using instruments developed to measure customer satisfaction.

Assurances Attached.